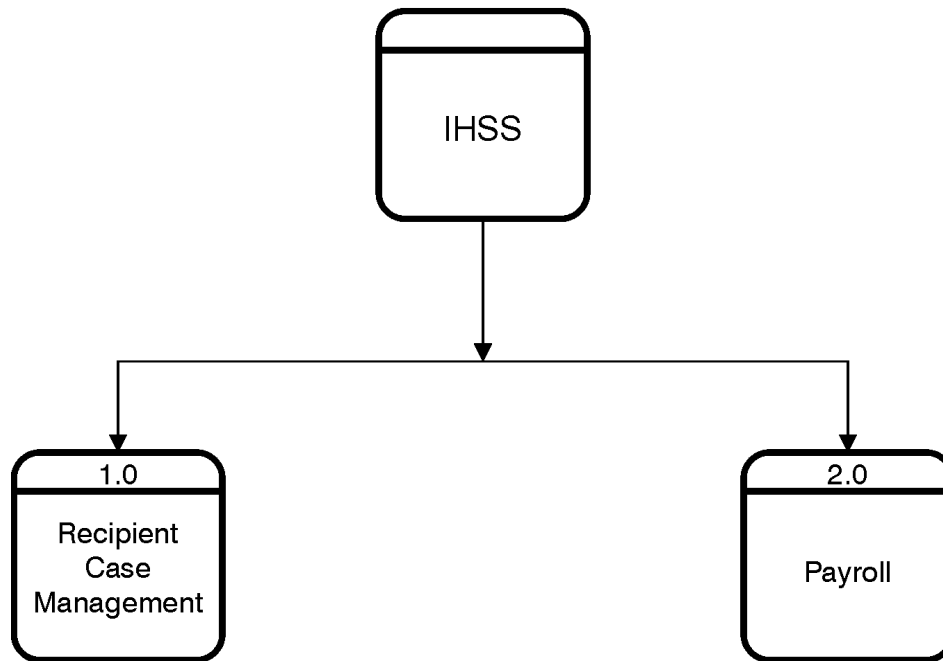


EXHIBIT 4-1 BUSINESS PROCESS FLOW DIAGRAMS

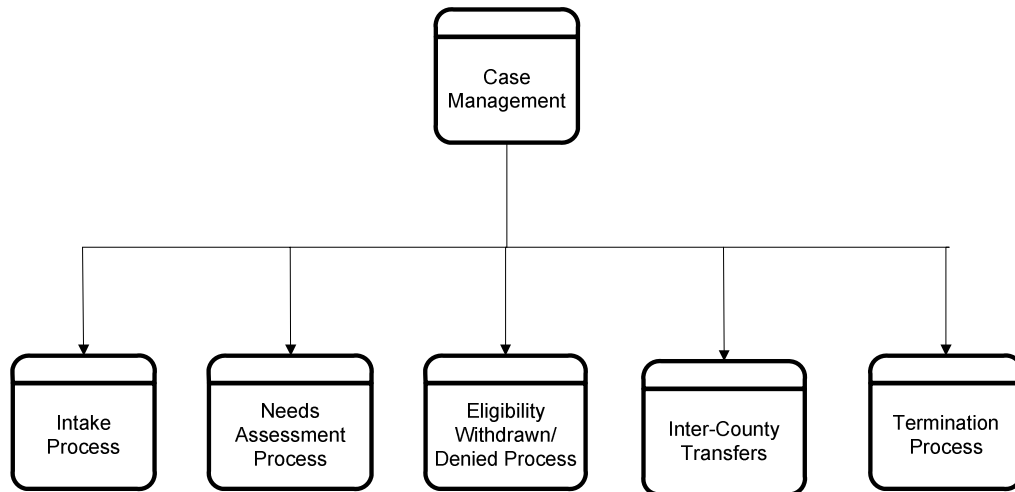
COUNTY WELFARE DEPARTMENTS

IHSS High Level Flow



PLEASE NOTE: In the business process flows, the use of the terms “eligibility”, “services”, “SOC” (Share of Cost) and “case” refer to the PCSP/IPW/IHSS-R Program unless otherwise indicated.

Case Management High Level

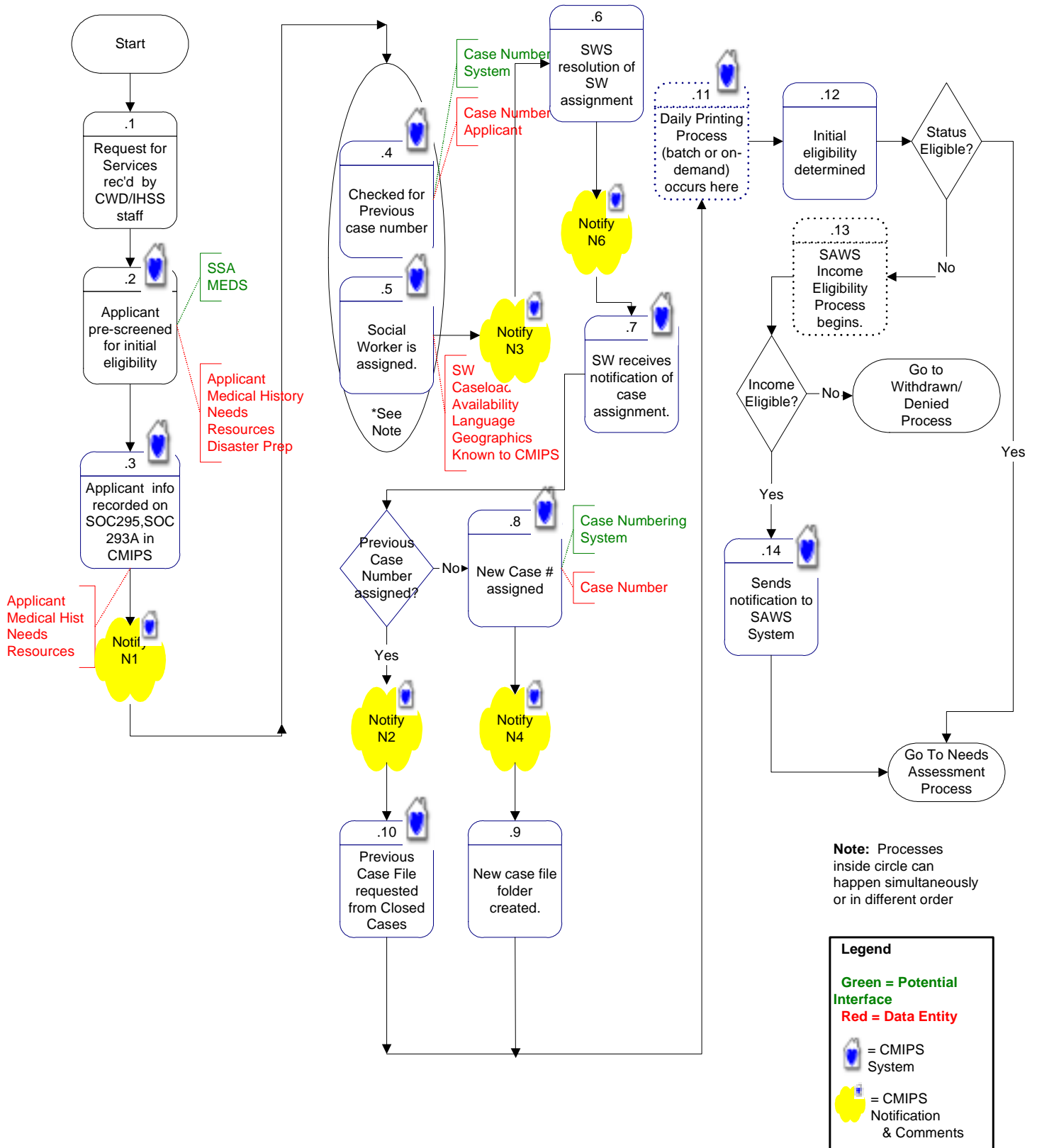


RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

Case Management-Intake Process

Source: Future Vision - County Preferred Method - Final Model

Start: Individual contacts IHSS to apply for services

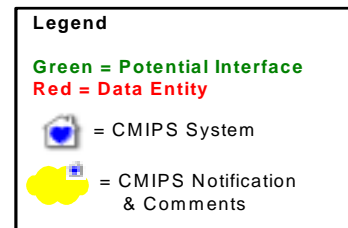
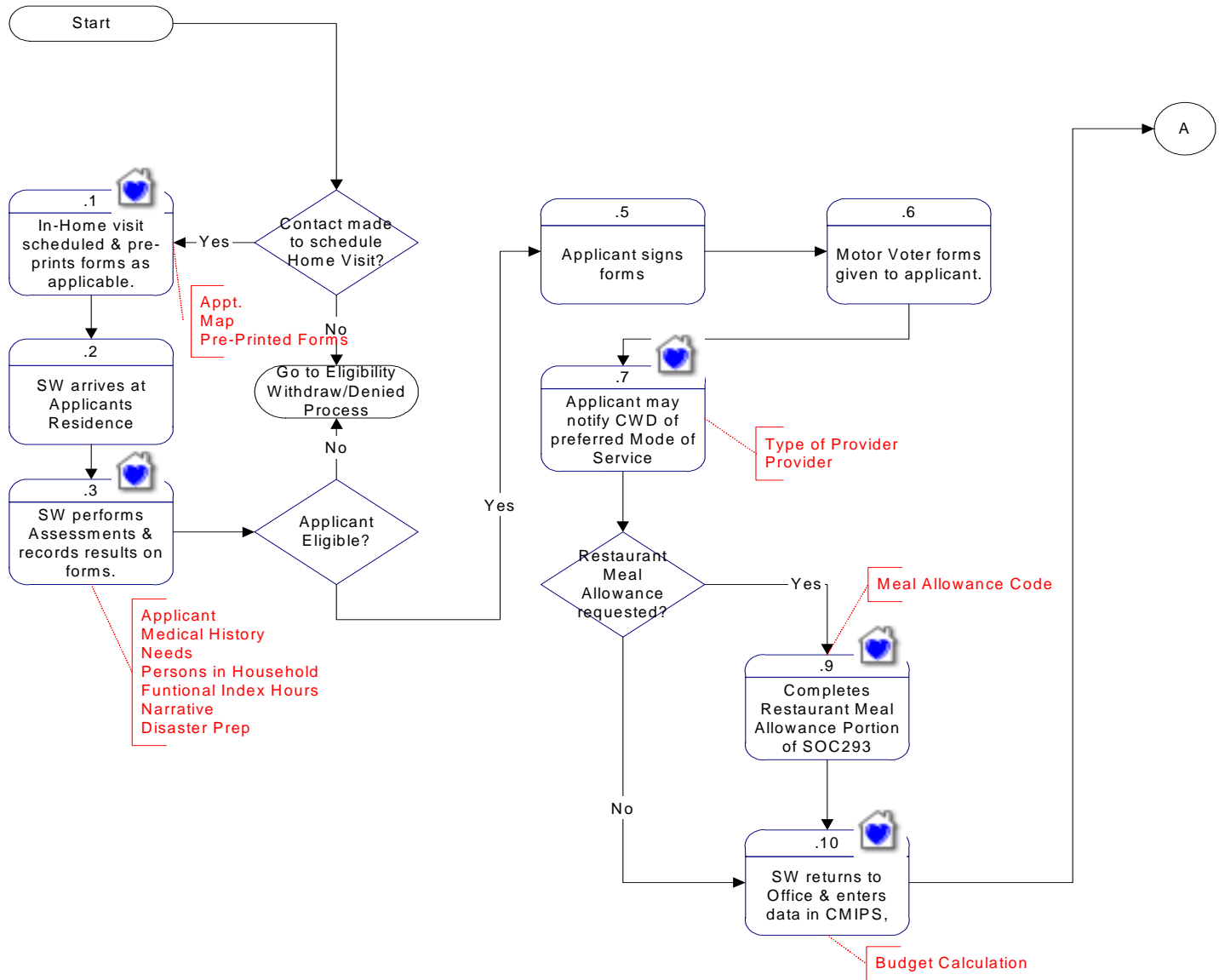


RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

Case Management-Needs Assessment Process

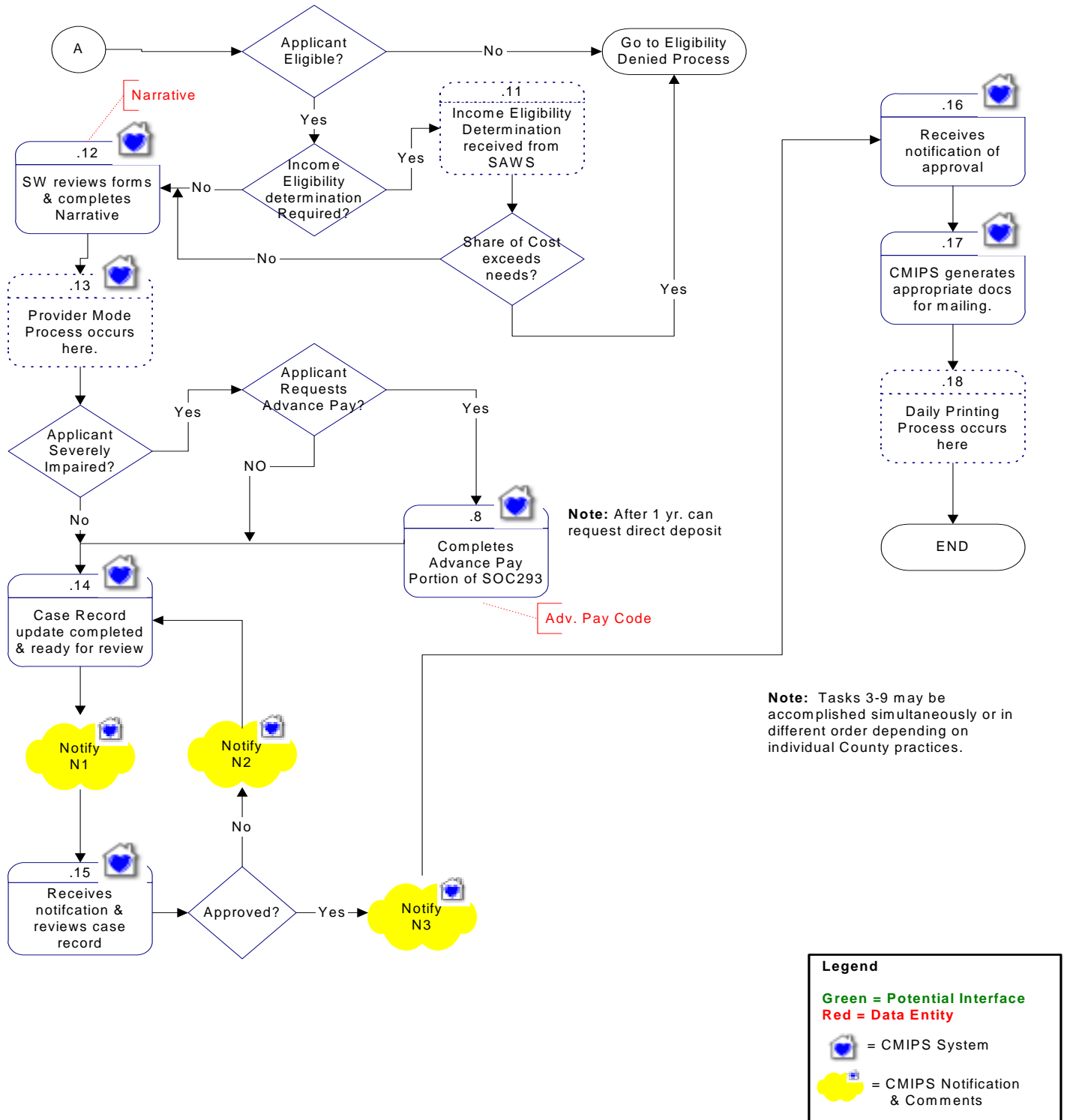
Source: Future Vision - County Preferred Method - Final Model

Start: Applicant initially eligible



RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

Case Management-Needs Assessment Process - Continued (Page 2)
Source: Future Vision - County Preferred Method - Final Model
Start: Applicant initially eligible

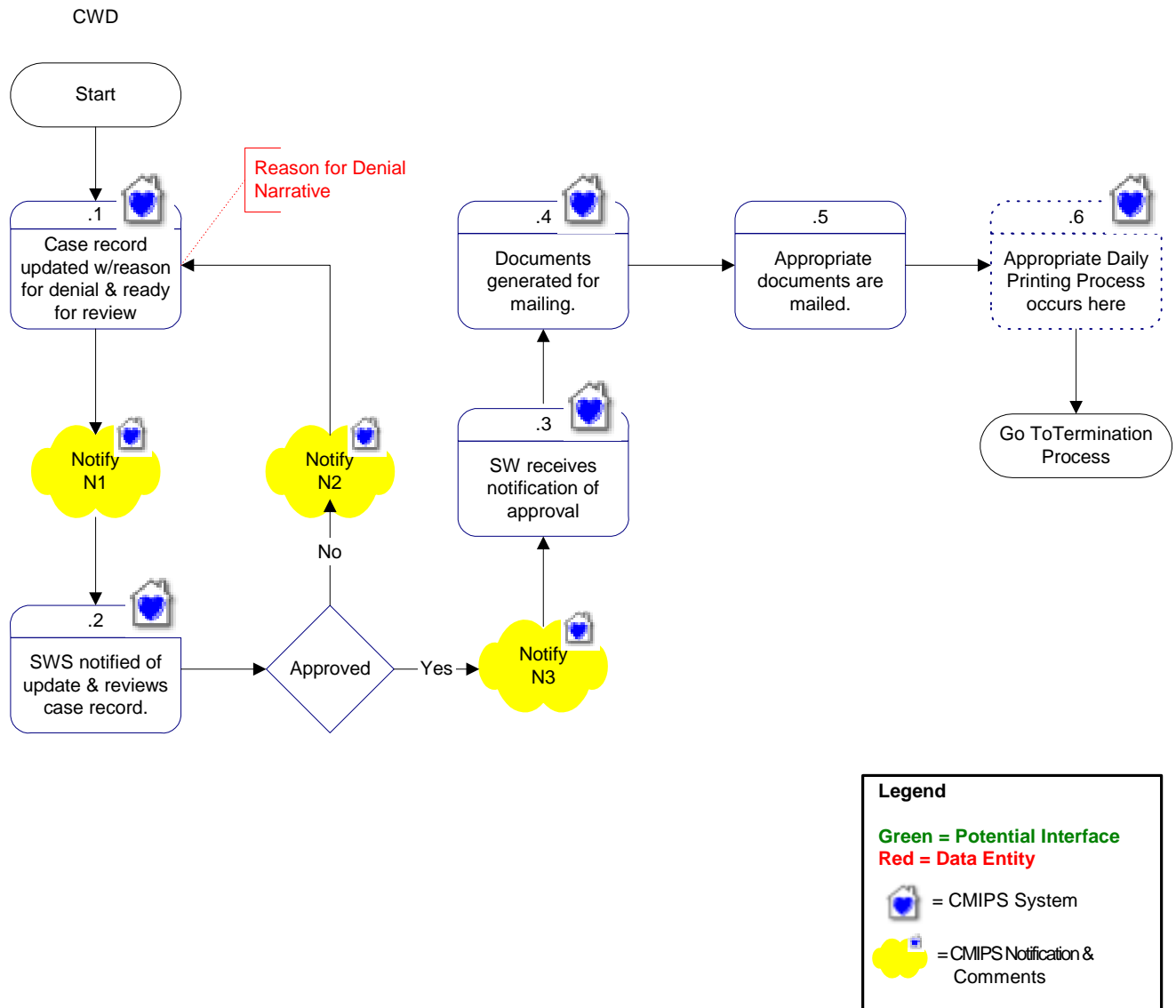


RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

1.3 Case Management-Eligibility Withdrawn/Denied Process

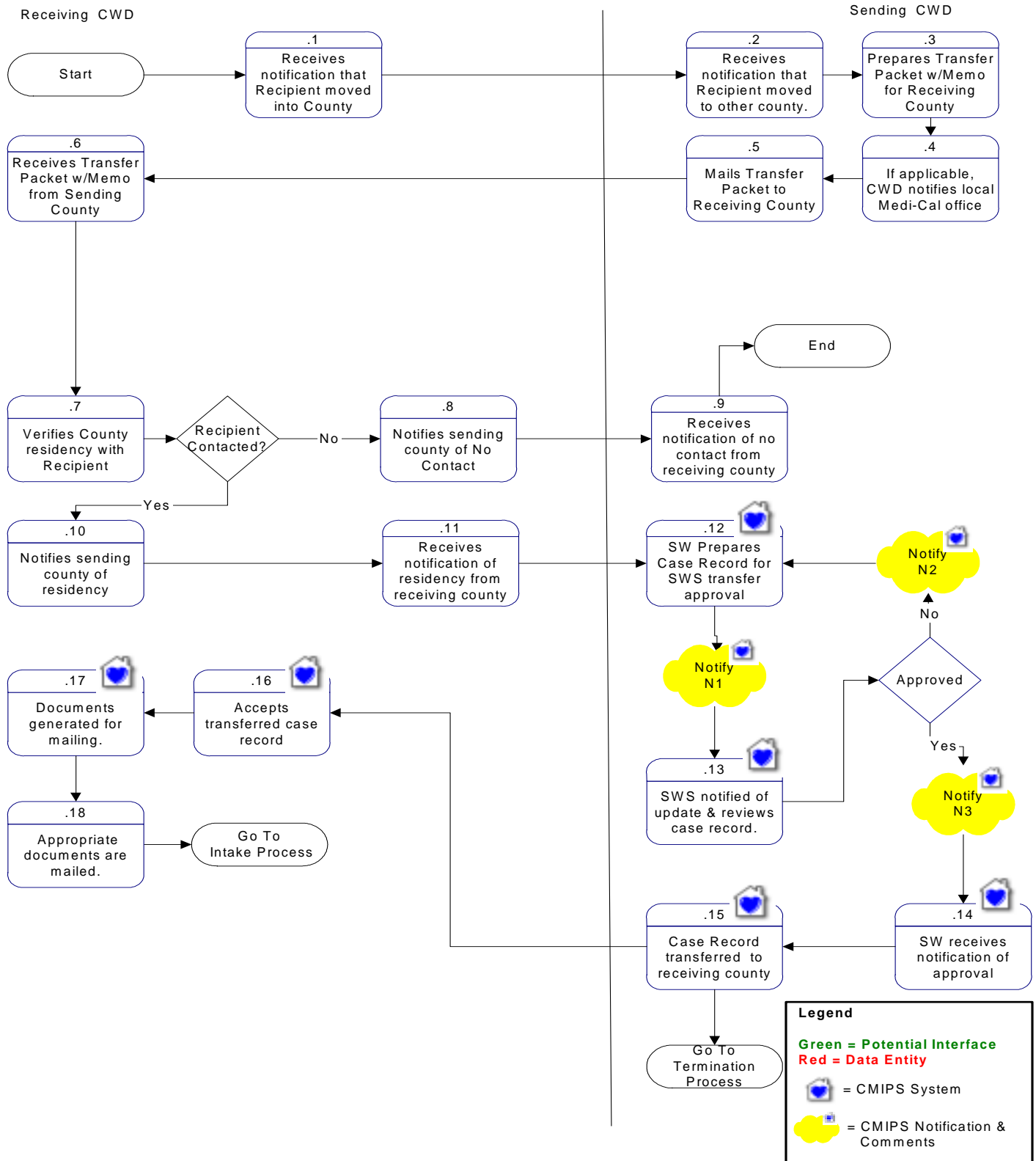
Source: Future Vision - County Preferred Method - Final Model

Start: Applicant withdraws application or is determined ineligible for IHSS services.



RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

Case Management- InterCounty Transfer- Sending & Receiving County
Source: Future Vision - County Preferred Method - Final Model
Start: Recipient moves into receiving county.

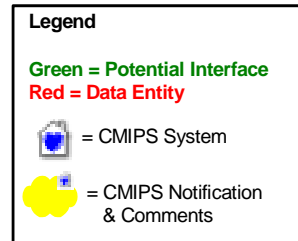
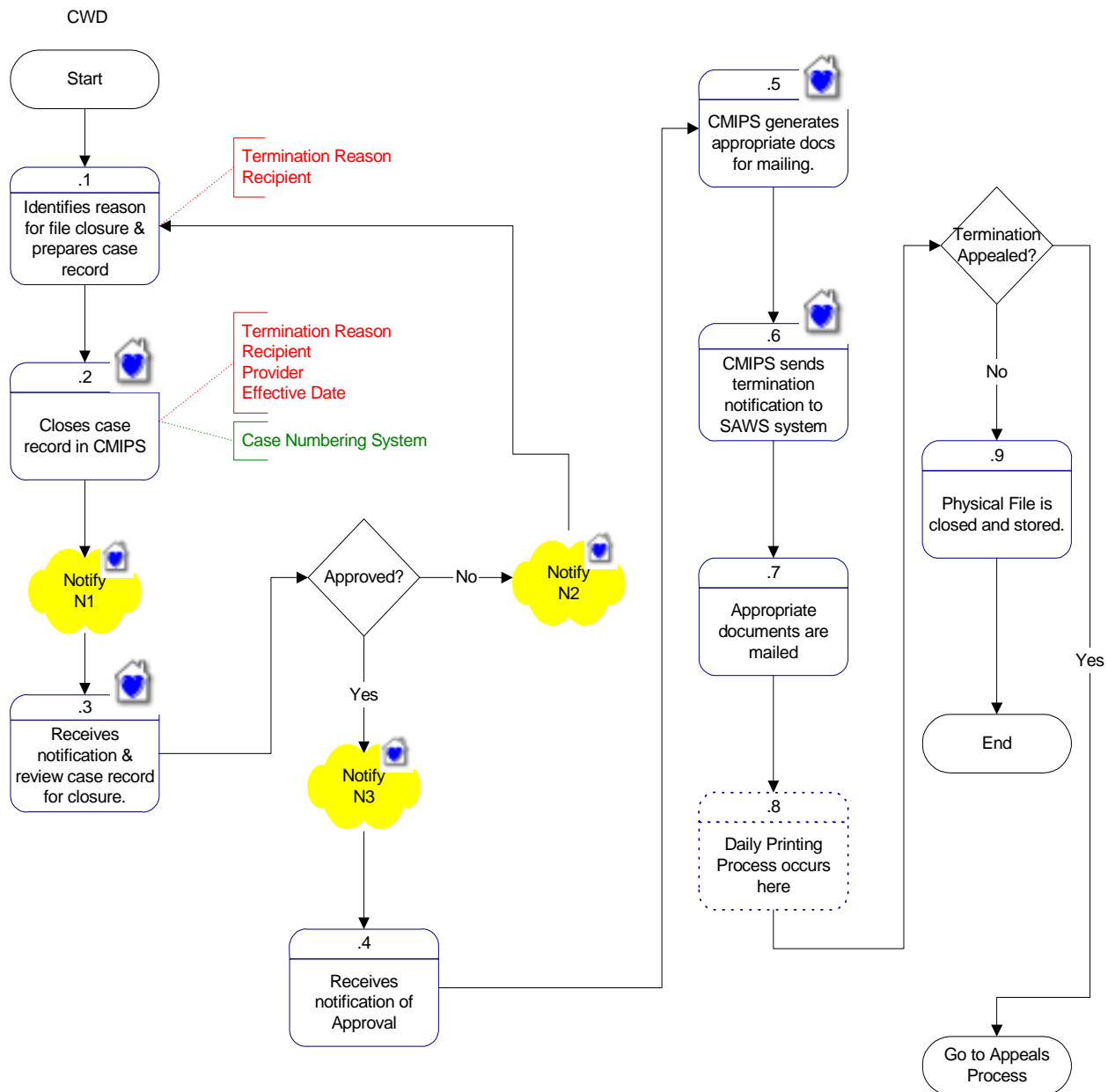


RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

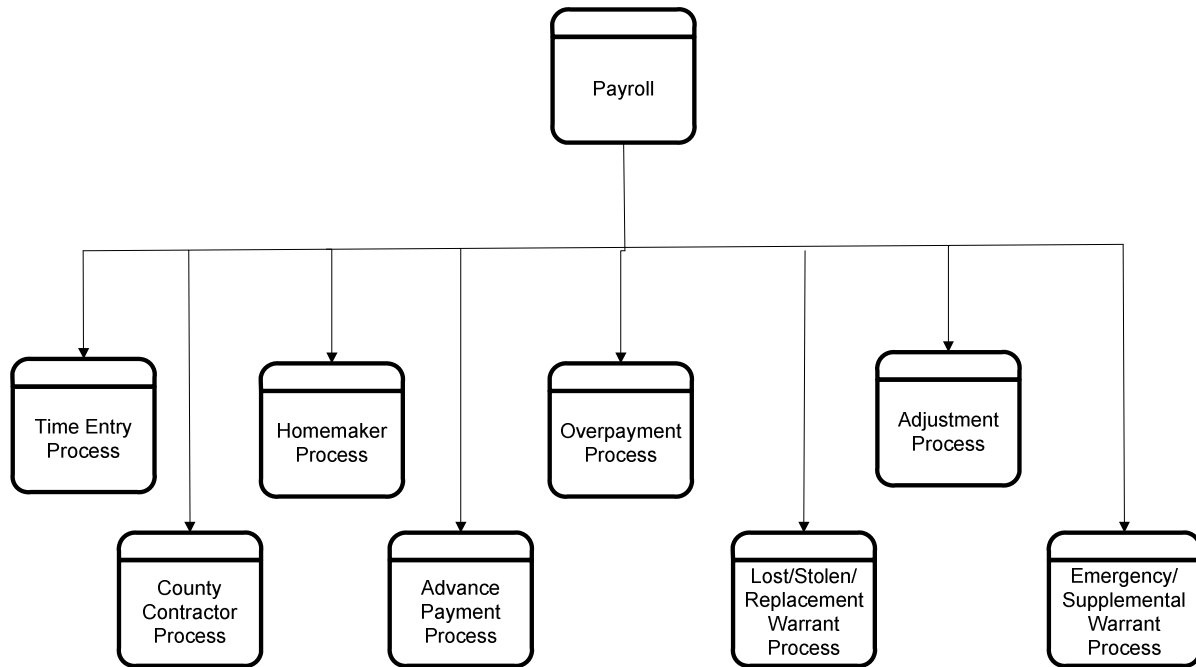
Case Management- Termination Process

Source: Future Vision - County Preferred Method - Final Model

Start: File is closed due to eligibility denied, recipient request, whereabouts unknown, out-of-home placement, no assessed need, failure to comply or failure to pay share of cost.



Payroll High Level

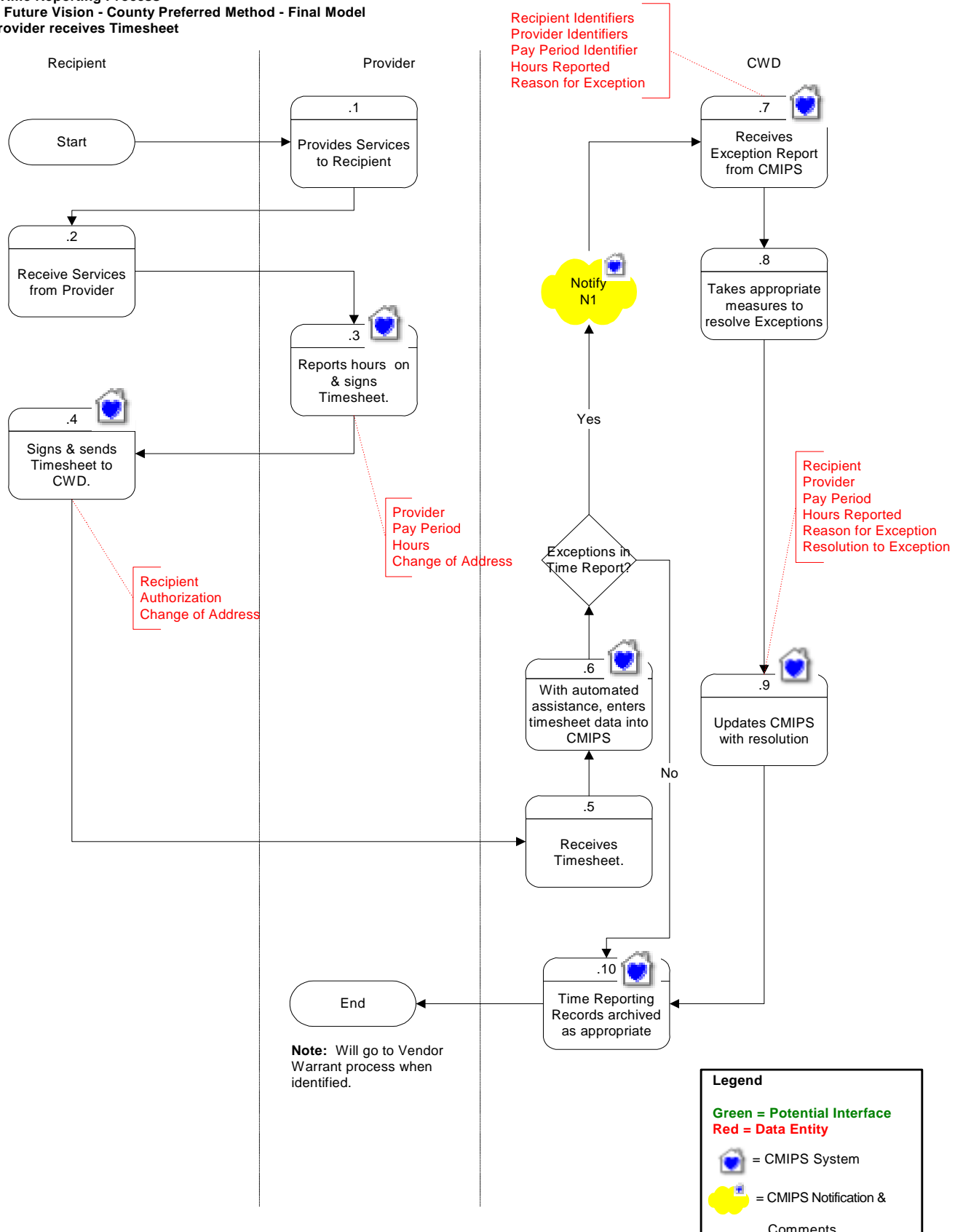


RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

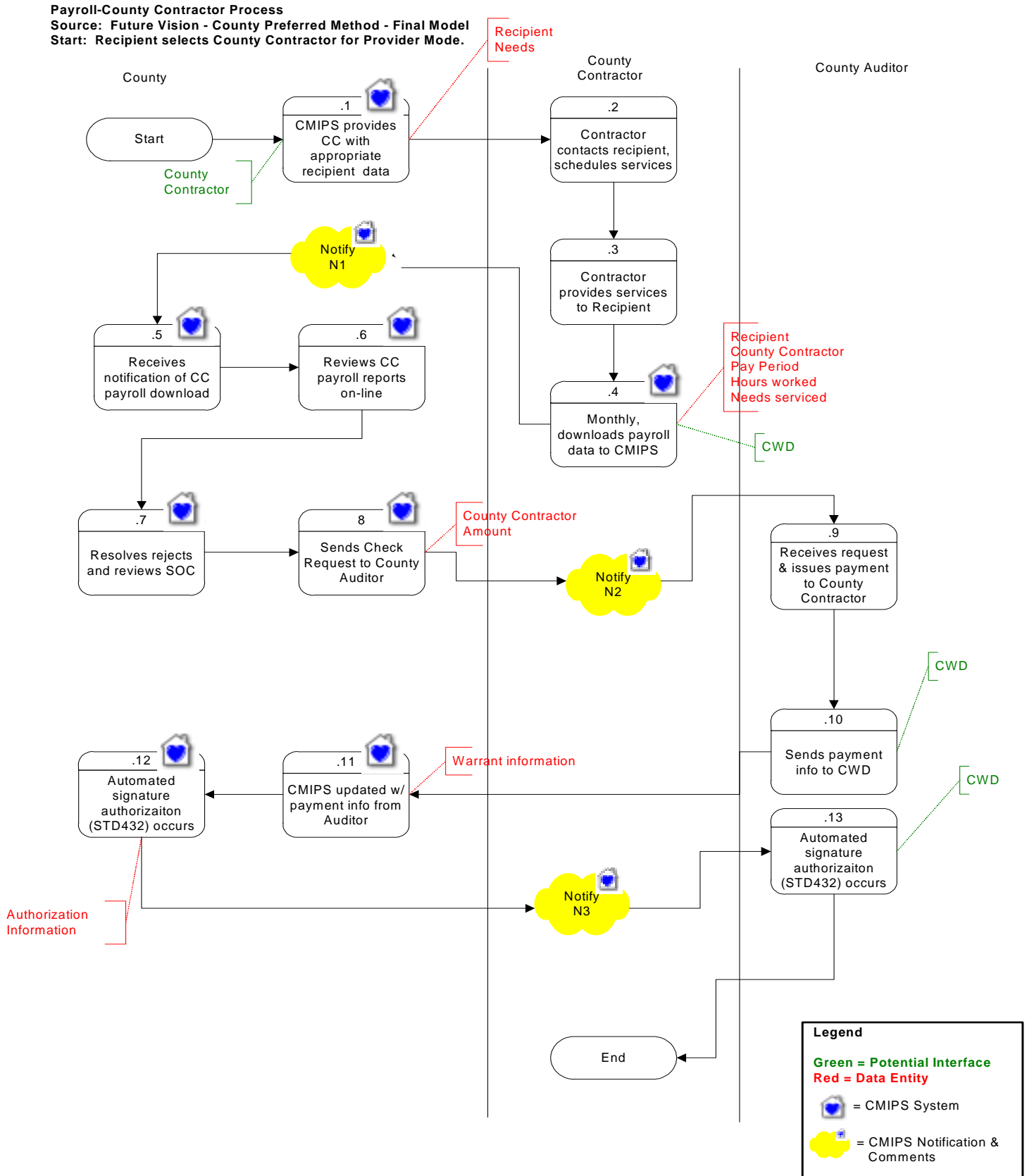
Payroll-Time Reporting Process

Source: Future Vision - County Preferred Method - Final Model

Start: Provider receives Timesheet



RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

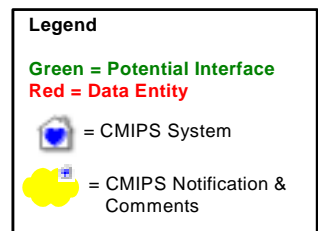
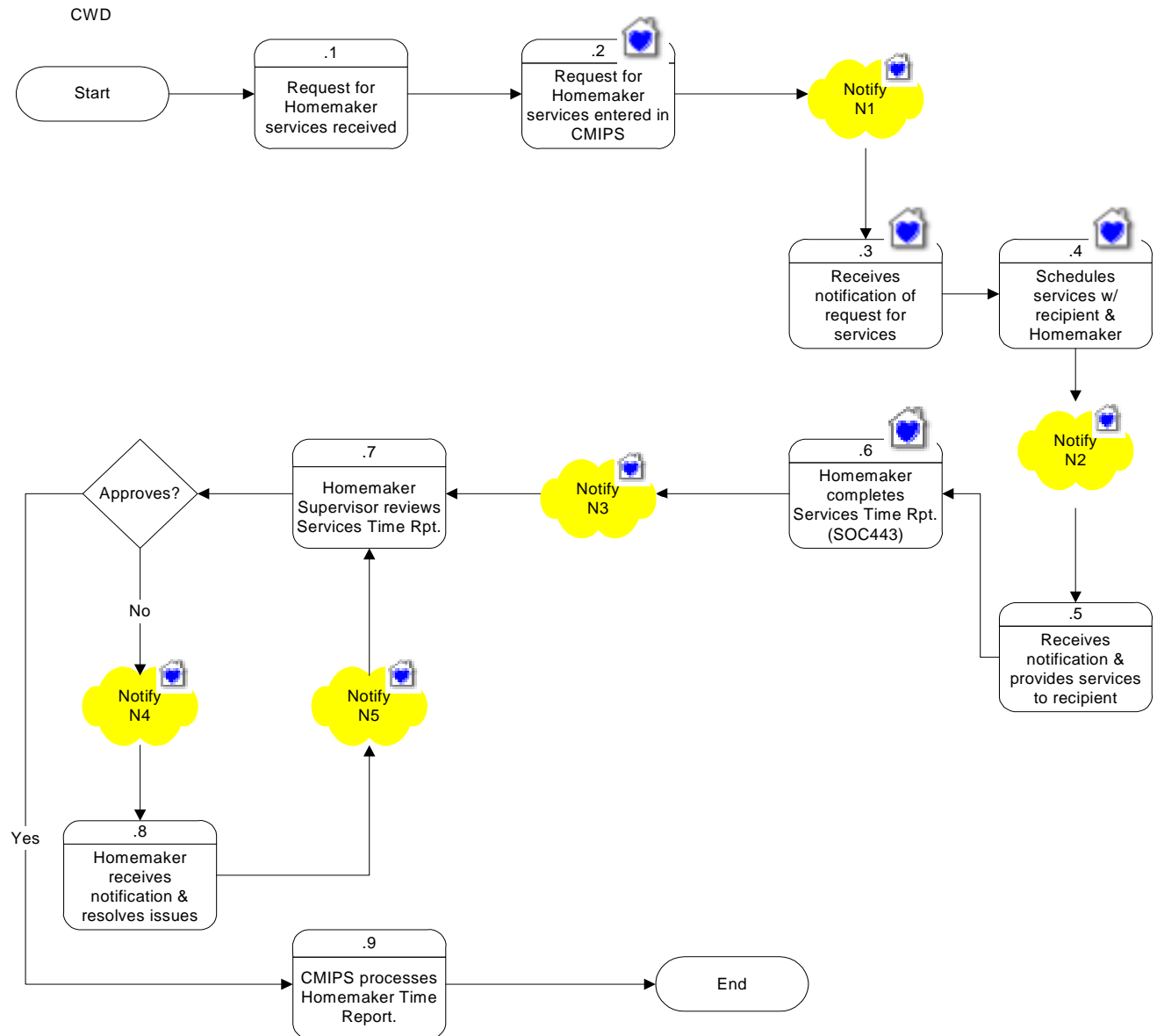


RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

Payroll-Homemaker Process

Source: Future Vision - County Preferred Method - Final Model

Start: Recipient notifies County of need for Homemaker services ; emergency services, IP unavailability.

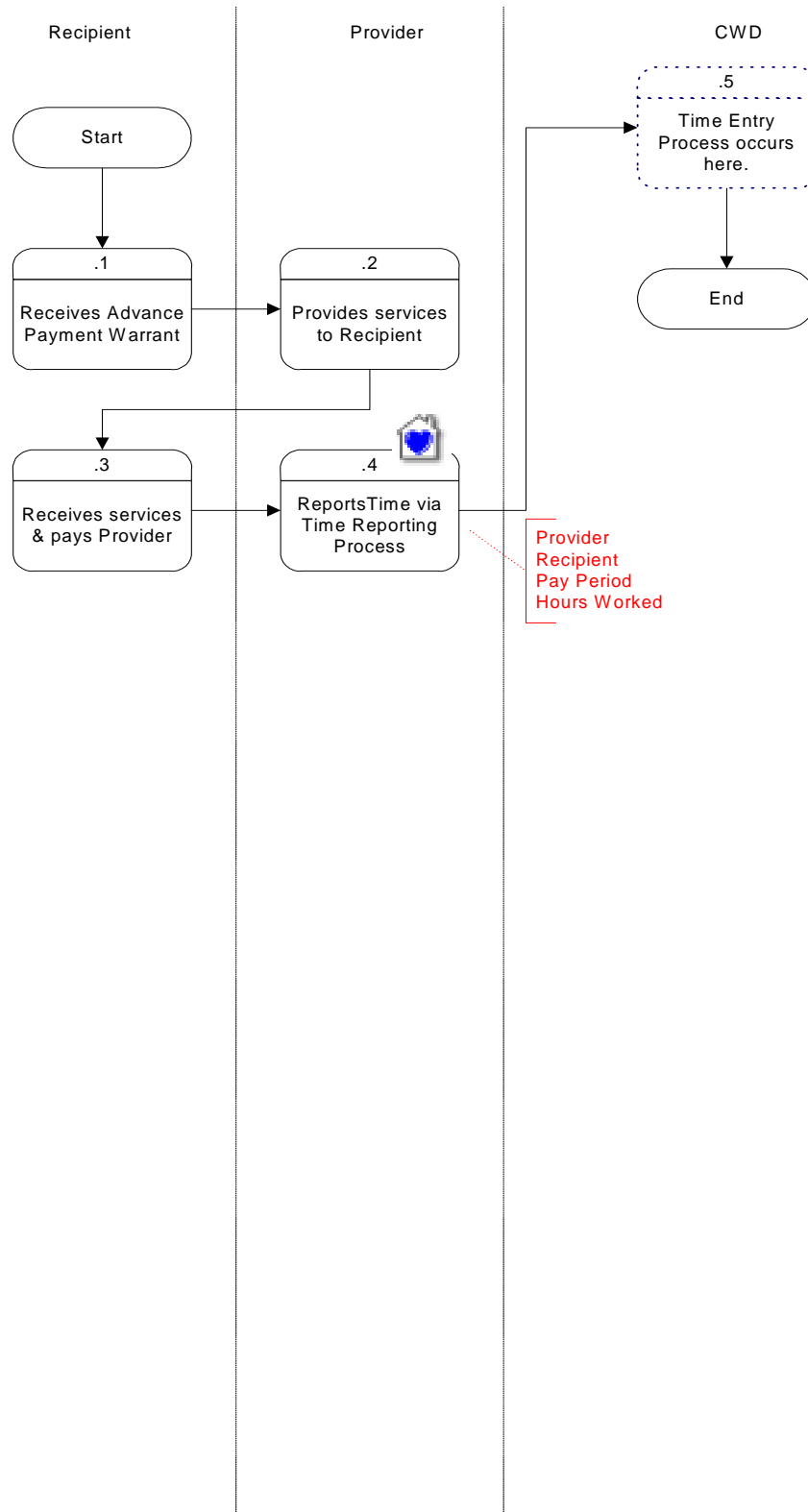


RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

Payroll-Advance Payment Process

Source: Future Vision - County Preferred Method - Final Model

Start: Severely Impaired Recipient requests Advance Pay



Note:

Exception notifications are sent immediately - No monthly reconciliation required.

If available, Provider W-4 is sent to CMIPS Contractor - See CMIPS Contractor Processes.

Legend

Green = Potential Interface
Red = Data Entity



= CMIPS System



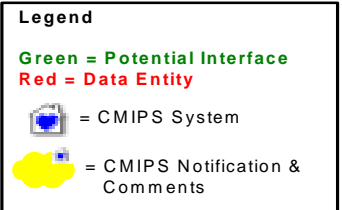
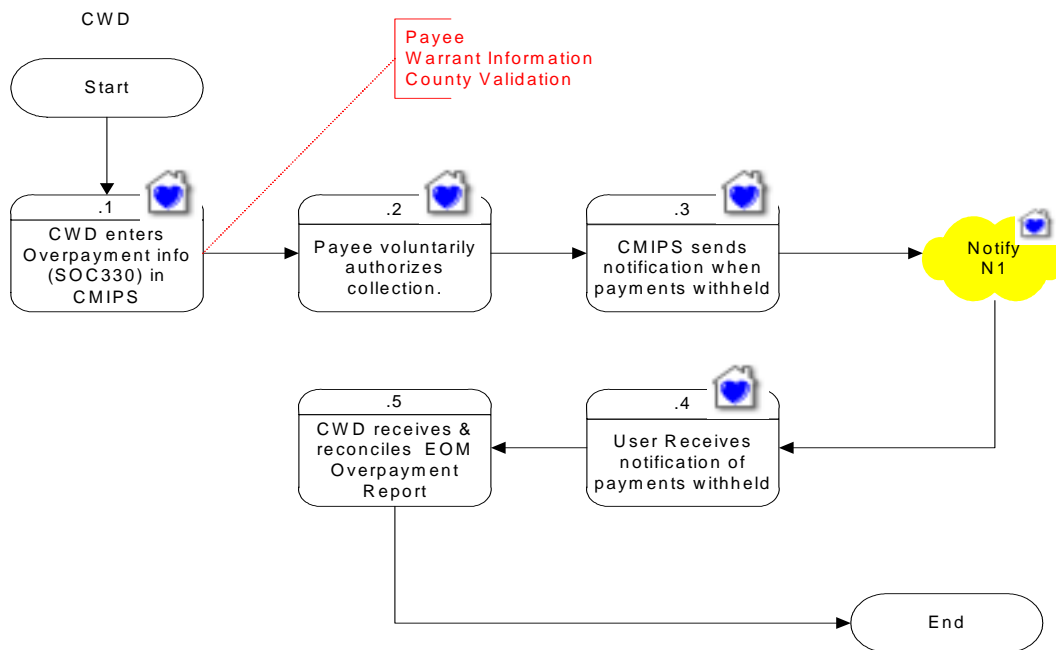
= CMIPS Notification & Comments

RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

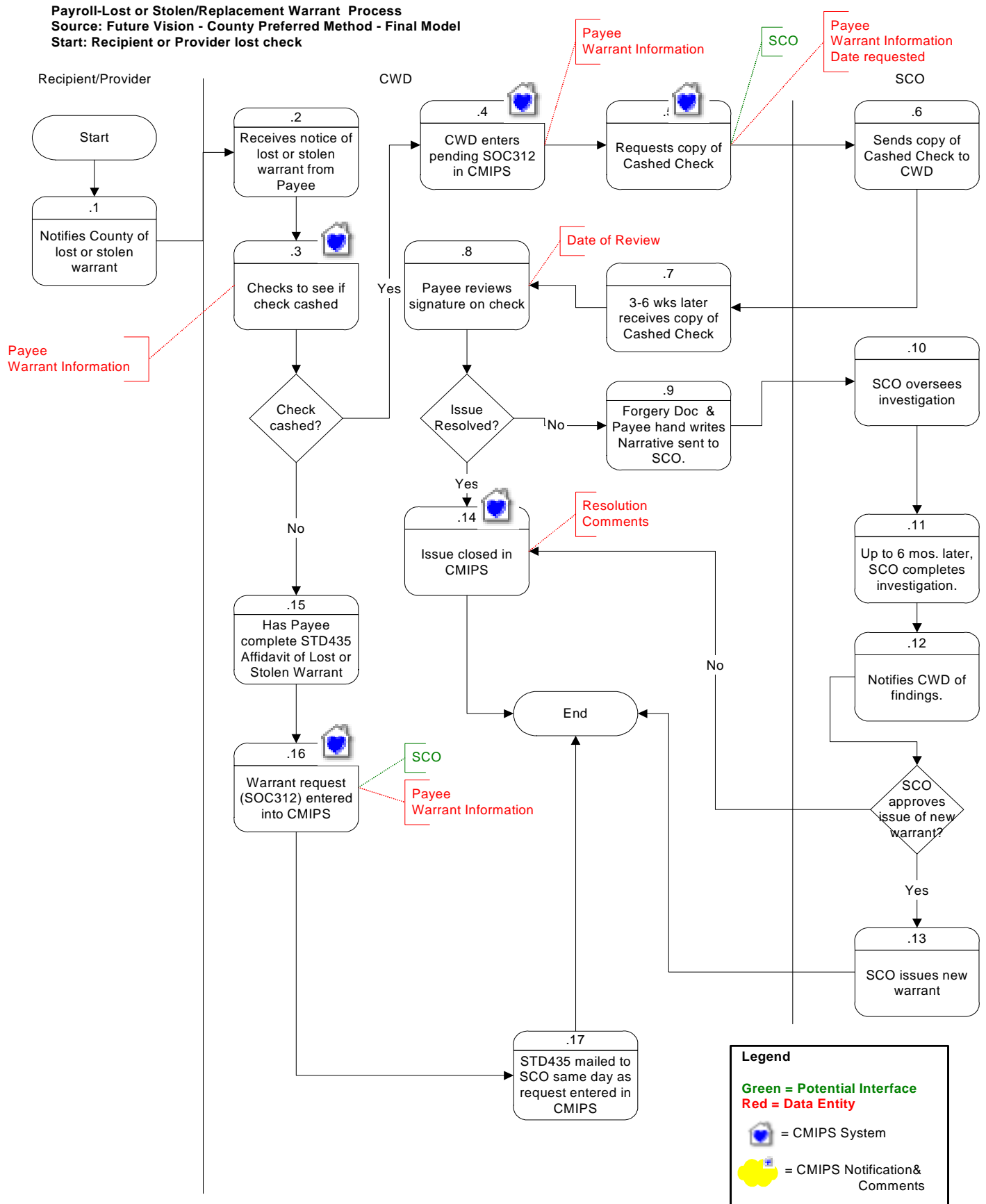
Payroll-Overpayment Transaction Process

Source: Future Vision - County Preferred Method - Final Model

Start: County identifies need for adjustment transaction.



RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

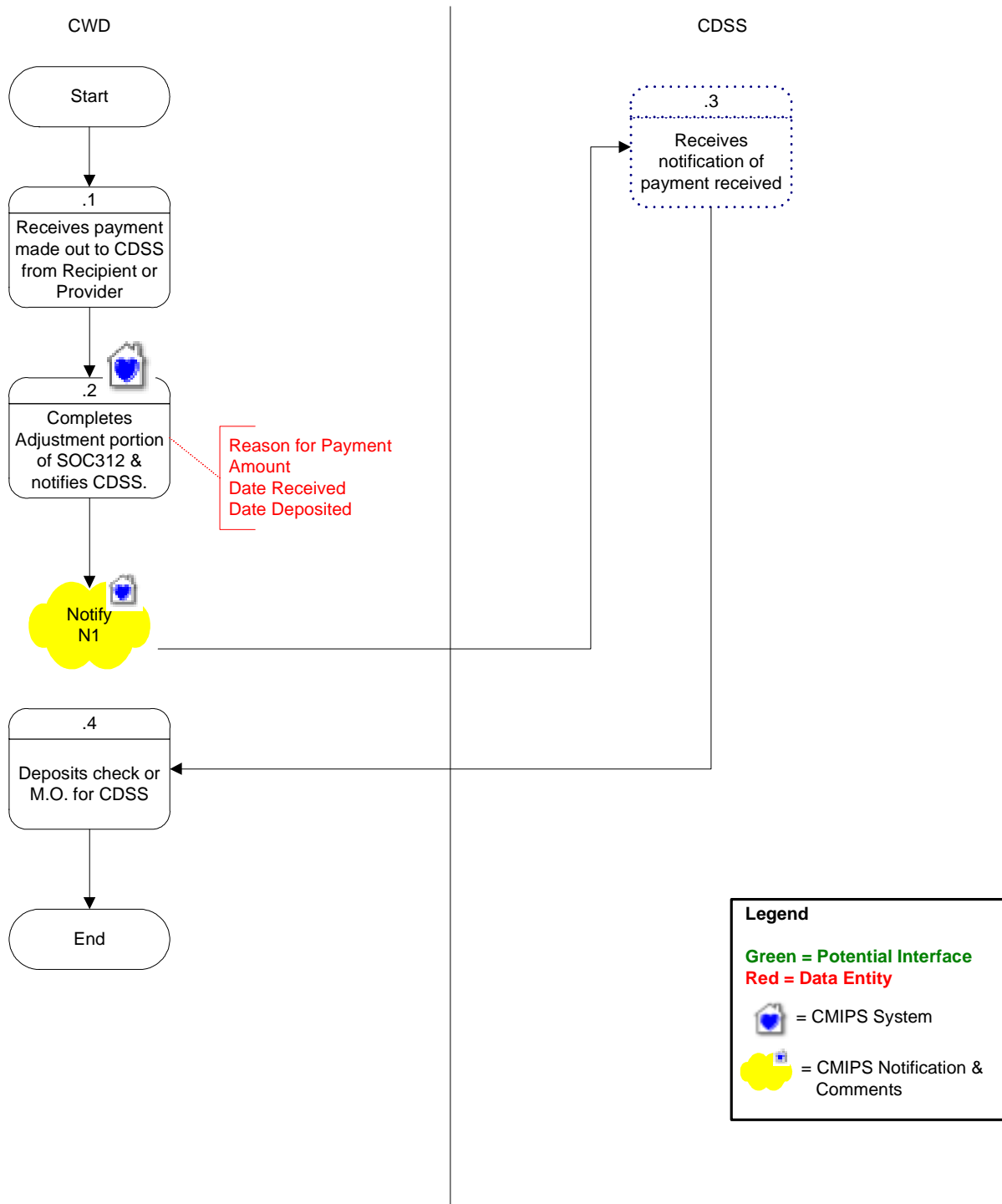


RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

Payroll-Adjustments Process

Source: Future Vision - County Preferred Method - Final Model

Start: County receives money order or cashier's check for share of cost or overpayment collection from Recipient or Provider.



RFP – HHSDC-4130-141A
Case Management, Information and Payrolling System (CMIPS II)
Exhibit 4-1 – Business Process Flow Diagrams

Payroll-Emergency/Supplemental Warrant Process

Source: Future Vision - County Preferred Method - Final Model

Start: County identifies Need for Emergency/Supplemental Warrant excluding Lost or Stolen

